How can we maintain access to business accounts when the person who has the only other factor leaves?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o. · Privatni iznajmljivač · Platformski rad preko vlastitog obrta

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Applicability: For the protection of business data. The frequency and scope of backups depend on business risk.

Identify the owner of each business account and ensure an additional verified recovery method. For the transition, revoke the former individual's access and restore any shared secrets that are still in use.

When this is applied

Distinguish between user accounts, business administrator access and integration keys. Verify a second login before deactivating a person, and keep recovery codes separate.

What to do in practice

Add the sample of the representative application and the list of owners to the handover checklist.

A business example

The manager can access the ordering system, but the SMS for recovery is sent only to the former employee. Before departure, the company transfers ownership in accordance with the provider's official procedure.

Specific next steps

1. Add the sample of the representative application and the list of owners to the handover checklist.

Limits of application

For the protection of business data. The frequency and scope of backups depend on business risk.

Sources

National CERT · Recommendations for small and medium-sized enterprises

https://cert.hr/en/savjeti-i-preporuke/za-male-i-srednje-poduzetnike/

National CERT · Tips for cyber-attack resilience

https://www.cert.hr/savjeti-za-povecanje-otpornosti-na-kiberneticke-napade/

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